GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:151
ANSWERED ON:22.11.2006
COMPLAINTS RECEIVED IN PMO
Athawale Shri Ramdas

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) the average number of public complaints received per month by the Prime Minister`s Office;

(b) the number of complaints disposed of and the number of complaints lying pending till date; (

(c) the nature of the said complaints and the number of complaints concerning Delhi;

(d) whether the Government proposes to set up Public Grievances Redressal Machinery at Block /District Levels;

(e) if so, the details thereof; and

(f) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

(a): Every month, over a 3-year period (2004-06), the Public Wing of the Prime Minister`s Office has received an average of about 6000 petitions/complaints.

(b): All the actionable petitions/complaints received are scrutinized in the Prime Minister`s Office and forwarded for appropriate action to the authorities concerned.

(c): The number of petitions/complaints received from Delhi during this period was 21822. The petitions mainly related to law and order, complaints against Public Servants, service related grievances, unemployment, complaints against police officials, allotment of flats/plots, unauthorized construction, civic facilities, etc.

(d) to (f): The State Governments had adopted an Action Plan for Effective and Responsive Administration in the Chief Ministers` Conference held on May 24, 1997, organized by the Department of Administrative Reforms & Public Grievances, Government of India. This plan enjoined that all State Govts would publicize widely, the facilities at various levels for prompt and effective redress of public grievances from the Secretariat downwards to the village level. The State Governments are required to decide the measures for streamlining them with a built-in system for effective redress of grievances. The Department of Administrative Reforms & Public Grievances issues instructions to State Governments for prompt redress of public grievances in a time bound manner from time to time.